

Role Description

SLC Coach

JOB SUMMARY

The SLC Coach is responsible for facilitating Integration Partner project adoption of SLC principles. The preparation for coaching pilot projects focuses on two distinct areas: basic coaching skills, applicable to any coaching effort and more specific information regarding the coaching of the SLC, facilitating the project's application of SLC principles into their work. Coaches will develop materials to increase their knowledge of the SLC and participate in sessions that increase both basic coaching capabilities and SLC acumen. Coaches participate in role-playing sessions that allow practice in coaching the SLC in a safe environment while at the same time developing SLC specific materials and receiving guidance in the particulars of the SLC.

Through development of coaching materials as well as training received in basic coaching skills and techniques, SLC Coaches gain the knowledge and skills necessary to assist pilot projects in using the SLC. After a review of their coaching skills, coaches act as facilitators, initially gaining an understanding of the project and then guiding the project management team toward identifying what portions of the SLC are most relevant and how to use them. Coaches develop a relationship with project leadership in which the coaches facilitate the project team's alignment with SLC principles. The coaches should not complete the work for the team or instruct the team in the tasks to complete, but rather, guide the team in their efforts to identify and incorporate the appropriate SLC tools and techniques. This particular issue requires that coaches display considerable interpersonal skills. Upon completion of the formal pilot phase, the coach is expected to continue to support the project's SLC efforts as needed.

RESPONSIBILITIES

Category	Responsibilities
Coaching Skill Development	<ul style="list-style-type: none">• Understand the basic skills required of a coach• Develop coaching and facilitation skills through instructor-led, role playing and practice training sessions• Gain a deep understanding of SLC Processes, tools and techniques• Understand process for coaching projects on SLC• Learn decision process for applying SLC Tools to projects
Coaching Skill Review	<ul style="list-style-type: none">• Demonstrate basic coaching abilities• Demonstrate knowledge of SLC Process, tools and techniques• Demonstrate ability to apply SLC to particular projects
(Pilot) Project Facilitation	<ul style="list-style-type: none">• Provide Project Management an introduction to coaching effort and SLC Process• Gain understanding of project status• Determine, with Project management, the most applicable SLC Phase to project's current location in lifecycle• Facilitate Project Management's identification of most relevant SLC Processes, tools and techniques within current phase• Document Project plan for meeting tailored SLC requirements in current phase• Review Project progress toward meeting Phase goals – Independent Review Process• Redefine phase goals, if necessary – make recommendations• Facilitate Project Management's identification of most relevant SLC Processes, tools and techniques through all remaining phases• Develop Project Plan for meeting tailored requirements through remainder of project

Role Description

SLC Coach

Material Development	<ul style="list-style-type: none">• Work with SLC Coaching Project team to determine materials to be created• Define and research content for materials• Design material• Develop material• Review and revise material
Communication Planning/ Promotion of SLC	<ul style="list-style-type: none">• Work as part of group to develop SLC Communication Plan• Assist in the design and development of Communication materials• Assist in the communication of project messages• Provide point of contact for those seeking SLC information• Act as champion of SLC, displaying interest and enthusiasm

COMPETENCIES AND SKILLS

- **Project Management Skills** – The SLC provides structure to the process of acquiring, implementing and managing a solution, similar to the planning, managing, controlling and reporting inherent in project management
- **Communication Skills** – Coaches interview project managers, providing guidance to the managers while receiving feedback regarding project concerns
- **Problem Solving** – During interviews with project managers, coaches determine the aspects of the SLC that most directly address the issues facing the project
- **Analysis** – Successfully meeting needs requires analyzing an issue to determine the root cause of the problem
- **Familiarity with FSA projects** – To address issues, Coaches need to recognize the objectives of the project and the rationale for undertaking it
- **Advising/Mentoring** – Coaches will be working in an advisory capacity to projects and should be familiar with how to appropriately interact with project managers
- **Interest/Enthusiasm** – Given that coaches represent the ‘face’ of the SLC, it is vital that coaches possess and display a personal interest and enthusiasm in seeing the SLC succeed on the projects they support as well as throughout FSA as a whole
- **Follow Through/Responsiveness** – Acting as an advisor to individual projects requires the SLC Coach to take the initiative to track progress, respond to any questions and follow through to ensure the adoption of the SLC
- **Interpersonal Skills** – Coaches need the ability to relate to Project Managers on the appropriate level, striking a balance between coaching the project to the appropriate solutions (coaching not lecturing) and not completing all SLC tasks for the project
- **Available Time** – Coaches will be integral to not only the coaching of pilot projects but will also be involved in the design and development of materials that are being introduced. Therefore, the Coach needs adequate time available to devote a defined percentage of work time to the SLC project

Role Description

SLC Change Control Process Lead

JOB SUMMARY

The SLC Change Control Process Lead oversees the management of this “evergreening” process by managing Change Requests (CR) to the SLC Process Guide and related documentation. This oversight extends from the beginning of the Change Control process when the CR is submitted, to the end of the process when the CR is either incorporated into a new version of the SLC Process Guide or the CR is rejected.

RESPONSIBILITIES

Category	Responsibilities
Process Understanding	<ul style="list-style-type: none">• Gain a high-level understanding of SLC Processes, tools and techniques• Gain a deep understanding of the SLC Change Control Process
SLC Tool Use	<ul style="list-style-type: none">• Learn to use the SLC ClearQuest Tool to submit and track CRs to the SLC Process Guide
Process Management	<ul style="list-style-type: none">• Report all CR activity to the SLC Chairperson on at least a biweekly basis• Follow the process flow and step descriptions in the SLC Change Control Process Guide• Validate submitted CRs to determine completeness and relevance• Request further information re: CR from CR Owner (if necessary)• Categorize the submitted CRs for review by the PRT (e.g. simple or complex CRs)• Estimate Level of Effort needed to manage each submitted CR• Together with the PRT, prioritize the submitted CRs• Estimate time and resources needed to process CRs• Manage the assignment of CRs to appropriate parties for review and recommended decision• Prepare, coordinate and manage SLC PRT meetings and all related documentation• Establish, maintain and provide meeting reports (i.e. votes, minutes/summary, etc.) to a centralized location accessible to all concerned parties• Coordinate PRT meetings to review recommended decision on CR, including invitation to CR Owner and review schedule with and obtain approval of SLC Chairperson• Present recommended decisions to the PRT for review• Incorporate into documentation the PRT review recommendations• Incorporate and integrate approved CR documentation into SLC Process Guide• Present revised version of SLC Process Guide to PRT for final review and approval• Package the finalized documents for publication of new version of SLC Process Guide• Develop and deploy communications message concerning new SLC release• Send new SLC version for posting and publication• Manage SLC ClearQuest Tool User ID Process• Create and maintain an SLC Library• Update and maintain SLC Change Control Process documentation and templates
Process Tracking and Communication	<ul style="list-style-type: none">• Monitor and document the progress of each CR• Track time and resources needed to complete CR• Close CR and notify Request Owner of outcome• Ensure that publication of new version of SLC Process Guide is communicated to affected parties

Role Description

SLC Change Control Process Lead

COMPETENCIES AND SKILLS

- **Project Management Skills** – estimate and track level of effort, monitor progress on CRs and keep effort on schedule according to plan.
- **Analysis** – analyze an issue to determine its root causes
- **Problem Solving** – identify and explore different approaches and select the approach that is most appropriate
- **Attention to Detail** – Be thorough, consistent and detailed in managing documents
- **Communication Skills** – Need to be clear and concise, both in written and oral communications.
- **Follow Through/Responsiveness** –take the initiative to set up reviews, solicit feedback, and respond to communications in a timely fashion
- **Availability** – be able to allocate a defined percentage of time to the management of SLC Change Control process
- **Technical editor** – execute document management, version control, style management, content management and accuracy as it applies to the Software Engineering Institute, Software Acquisition and Software Capability Maturity Model.

Role Description

SLC Executive Sponsor and SAPG/Project Lead

RESPONSIBILITIES

Role	Responsibilities
Executive Sponsor	<ul style="list-style-type: none">• Work with SLC Team to provide guidance as to how best accomplish process development and deployment efforts• Provide SLC D Team with feedback on Process deployment materials and efforts• Provide SLC Team with recommendations for future improvement opportunities and to set the future direction of SLC deployment processes• Lead the implementation of the SLC Process throughout FSA• Solicit feedback on the usability and functionality of the SLC process• Communicate SLC process improvement initiatives and goals to projects and FSA management• Provide information to help identify appropriate audience for SLC process deployment efforts.• Identify and assign coaches (SMEs) to carry deployment forward following the end of initial deployment development phase• Serve as champion of SLC processes
SAPG Lead/SLC Project Manager	<ul style="list-style-type: none">• Support Executive Sponsor in all SLC Process Deployment related responsibilities• Serve as champion of SLC processes• Identify and initiate continuous improvement opportunities.• Contribute to and foster knowledge sharing in order to build SLC process knowledge across the FSA• Look for opportunities to build deeper SLC process knowledge• Support organization transformation and communication efforts within FSA for SLC• Promote knowledge sharing/building within the SAPG/SLC project team